

Why Try Mediation?

Make a positive change
End ongoing frustrations
Determine your own compromise
Initiate open communication
Avoid legal battles
Turn collaboration into cooperation
Enjoy the new solution

Mediation helps resolve disputes before they escalate and require intervention by police, attorneys, or the courts.

Mediation resolves disputes quickly, often with more creative and satisfying results than are available in court.

Mediation preserves and improves valuable personal and professional relationships.

Mediation is WIN / WIN.

Mediation is **FREE**.



What Can Free Mediation Help YOU with?

- * Property Maintenance
- * Fences and Hedges
- * Landscaping and Trees
- * Pets and Children
- * Contract disputes
- * Property damage
- * Elder rights / concerns
- * Noise
- * Vandalism
- * Parking
- * Harassment
- * Trespassing
- * Money
- * HOA issues

And MUCH more!



Free Mediation Services are available:

Monday thru Thursday 7 a.m. to 7 p.m.

Friday 8 a.m. to 5 p.m.

Services are provided by the:
Dispute Resolution Center

4755 SW Griffith Drive, Beaverton

503-526-2523

disputemail@ci.beaverton.or.us



City of Tigard

13125 SW Hall Boulevard
Tigard, Oregon 97223
Phone: 503-639-4171
www.tigard-or.gov

City of Tigard

*Let's Work It Out
with
Free Mediation*



*A free program to help
resolve disputes with the
knowledge and expertise of
trained mediators.*

? What is Mediation?

☺ Mediation is a negotiation process where people involved in a dispute meet with a neutral person (a mediator) and work together to solve problems.

? Who are the Mediators?

☺ Dedicated community members who are professionally trained under the guidelines set by the Oregon Dispute Resolution Commission.

? Who is right?

☺ A mediator does not decide who is right or wrong or force anyone to reach an agreement. During mediation, it is the responsibility of the disputing parties to develop and mutually agree upon a realistic solution. Mediators help do this.

? Does Mediation really work?

☺ Over ninety percent of people who come to mediation are able to solve their dispute without the intervention of attorneys or courts.

? But will it last?

☺ People who reach agreement at mediation are twice as likely to keep those agreements than those who go to court.

? What if we just can't agree?

☺ If agreement is not reached at the mediation session, all legal options are still available to the disputing parties.

? But, I can't afford to pay for legal help!

☺ This is not a costly legal service; it's a free mediation program. Remember, the City of Tigard entirely pays for this service for our citizens. There is no billing, no waiting for reimbursements, no insurance requirements, nothing. When you live in the Tigard City limits, it's just plain free.

? Why bother?

☺ You have nothing to lose but stress, mounting frustrations, deteriorating relationships, or even expensive attorney bills. If Free Mediation does work, look at all you have gained!

? Why is it called the "Beaverton" Dispute Resolution Center? We live in Tigard!

☺ This service is a City of Beaverton Mayor's Office Program. The City of Tigard recognizes the need for such valuable assistance, and we want to provide it for our valued citizens. We pay for a portion of the mediation program so Tigard citizens can also enjoy the benefits of Free Mediation.



How Does Mediation Work?

1. First, contact the Dispute Resolution Center and explain the issues you are experiencing. An intake specialist will forward your issue to a mediator.
2. Next, a mediator will contact you, and then the other parties involved so they can understand all of the issues and explain the process to everyone.
3. Then, after the first talk with the mediator, you may choose to try to work out the issues with the others yourself, or you may choose to continue with a mediator. Remember, the mediator will not decide who is right or wrong, but will help everyone to negotiate an agreement.
4. If an agreement is not reached, the mediator will help everyone find other options for dispute resolution.



10 EASY STEPS TO RESOLUTION

1. TALK DIRECTLY: Don't assume that others "just know" that there is a problem. Speaking directly with everyone involved is imperative.

2. CHOOSE A GOOD TIME AND PLACE: Consider when everyone will be most receptive - don't ambush people as they rush off to work or come home with groceries in tow. Meeting on "neutral ground" can keep things more friendly, so ask to meet for coffee or to take a walk together.

3. PLAN AHEAD: Avoid rambling, which can lead to misunderstandings or emotional outbursts by thinking about what you want to say in advance. You may even want to write out your concerns and questions to use as a guide.

4. BE CALM AND FOCUSED: Accusations and strong emotions usually put people on the defensive, which only makes it harder for your concerns to be understood. Calmly focus on what you have observed and how it affects you. Then remain open to hear their point of view.

5. AVOID BLAME AND ACCUSATIONS: *"Your kid threw a rock and broke my window and you'd better pay for it"* provokes confrontation. Instead, you could say, *"I saw Tommy throw the rock that broke my window; I'd like to talk about the cost of getting it repaired."*

6. DON'T ASSUME THE PROBLEM IS PURPOSEFUL: *"You are blocking my mailbox just to make me mad!"* Instead, share your own feelings: *"When cars block my mailbox, my mail is not delivered."* You might be surprised at what the other person never realized.

7. LISTEN: Listening does not mean that you agree with the other person's point of view. Remain quiet and listen openly while everyone gets a chance to explain their "side of the story."

8. TALK IT ALL OUT: Once you start, get all of the issues and feelings out in the open. Holding on to the "little stuff" may lead to resentment because the problem wasn't fully worked out. Reaching an agreement that will last depends on the sincerity, openness, and honesty of everyone.

9. WORK ON A SOLUTION: Working together on a creative solution is much more effective than one person demanding a change. Be specific, and include timelines for all tasks: *"I will trim the trees by next Saturday, and make sure the kids are off the trampoline by 7pm every night,"* or *"Thursday at 9am we can meet and fix the fence together."*

10. FOLLOW THROUGH. Simple follow up questions and statements go a long way towards showing your sincerity. *"Has the dog been quiet during the day now that I built the kennel?"* or *"Thanks for trimming the trees, it's so much easier to park now."*

NOW CONGRATULATE YOURSELF for working together to resolve the problem!